

## Results of DES Customer Survey-FY 2006

Total Number of Respondents: 6

<u>Service:</u>	<u>Responses</u>			
Chilled Water Service	<u>Yes</u>	<u>%</u>	<u>No</u>	<u>%</u>
Satisfied with Service:	6	100%	0	0%
Placed a Service Call in last year	5	71%	2	29%
If so, was problem addressed	4	100%	0	0%
Comments:	Meter problem-Line leak			

Steam Service	<u>Yes</u>	<u>%</u>	<u>No</u>	<u>%</u>
Satisfied with Service:	5	100%	0	0%
Placed a Service Call in last year	3	71%	2	29%
If so, was problem addressed	3	100%	0	0%
Comments:	Condensate Trap Replacement			

	(best -----worst)				
Rank	1	2	3	4	5
Confident that problems fixed in timely manner:	3	3	0	0	0
Service Dependable:	4	2	0	0	0
Percentage Average timely fix:	50%	50%	0%	0%	0%
Percentage Average dependable:	67%	33%	0%	0%	0%

### Cost of Service

	<u>Yes</u>	<u>No</u>	<u>Other</u>
Getting a good price for service:	2	0	Average-Seems High-Gas too High
Understand billing structure:	3	1	0
Performed energy improvements	1	3	0

If so, what kind of improvements: Window seals-Calibration-Economizers

<u>Newsletter</u>	<u>Yes</u>	<u>No</u>	<u>Other</u>
Read Newsletter	6	0	0
Provides valuable information	5	0	Somewhat
Electronic format O.K	6	0	0
Information looked for in NL			

Changes-Personnel-Tips-Human Interest-Ways to Conserve

<u>Meetings</u>	<u>Yes</u>	<u>No</u>	<u>Other</u>
Attend annual customer meeting	6	0	0
Meeting of value	6	0	0
<u>Phone</u>	<u>Yes</u>	<u>No</u>	<u>Other</u>
Ever called DES plant	5	1	0
Pleased with experience If not, elaborate:	5	0	0

<u>Website</u>	<u>Yes</u>	<u>No</u>	<u>Other</u>
Visited website	4	2	0
Found it useful	3	0	Pay bill on line
What did you like	Ease of use- Details		
Times visited in last 12 mo.	1- 1	2 -3	3___ 4___ 5+ ____

What you would you like to see: Tips-Innovations-Ways to Save

General	Rank>>	(best -----worst)	1	2	3	4	5
Communications			3	2	1	0	0
Satisfaction/Service			2	4	0	0	0
Satisfaction/Cost			0	2	3	0	1
Recommend DES			3	3	0	0	0

Other comments: Receive bill locally-Research gas prices